

Outdoor Education Service



Telford & Wrekin
COUNCIL

Job Description: Domestic Assistant Arthog Wales

Scale 1

Job Purpose

The Post Holder (PH) assists in ensuring all facilities are hygienically clean, prepared and well presented.

This is a residential centre of 110+ beds across the estuary from Barmouth in Mid-Wales. It offers 'peak experiences' / 'life changing' outdoor education residential experiences in the mountains, rivers and coastal environments around the Centre. The offer is also extended through expeditions in the wider UK and abroad.

The PH will work closely with the assistant Centre Manager: Residential Experience and the Housekeeper.

Major Tasks

1. To assist with general domestic duties and to clean all areas of the building as deemed appropriate, including, but not exclusively; bedrooms, classrooms, offices, corridors, showers, toilet areas, halls and meeting rooms.
2. To undertake cleaning activities including sweeping, mopping, vacuuming, polishing and dusting of fixtures & fittings as required.
3. To use electrical cleaning equipment in designated areas where appropriate.
4. To assist with the management of laundry
5. Emptying of litter bins and external cleaning of the building as required
6. To undertake periodic cleaning including stripping and re-polishing of hard floors and the cleaning of carpets
7. Ensuring tasks are carried out in line with Domestic Health and Safety legislation
8. Attend training Courses
9. Ordering and receiving Domestic chemicals and materials under the direct supervision of the Housekeeper and in line with Council policies.
10. Report faults and damage e.g. lights, fire extinguishers, broken equipment.
11. Deputise for the Housekeeper during their absence from Centre including completion of records, time sheets, chemical storage and stock takes, information when appropriate
12. Adhere to all policy and procedures and raise awareness of required actions with non-domestic staff and with visitors if necessary.

Contacts

.Primary contact will be between the PH and the Assistant Manager: Residential Experience who is responsible for visitor liaison and welfare, course planning, domestic and catering delivery, Centre presentation, standards of accommodation and a welcoming environment.

Regular contact will be between the PH and the customers during a residential visit.

Close working relationships will be needed between the PH and the Housekeeper and other Domestic Assistants

Regular contact with all Arthog Wales Staff in the delivery of routine Centre duties.

Essential requirement to liaise with suppliers' delivery staff.

Creative Work

Developing a welcoming, well presented residential environment; 'a home from homes'.

Developing and promoting service in conjunction with the Domestic Team

Decisions made

Prioritising and agreeing allocation of tasks within the remit of the role.

Supervisory responsibility

The post holder will not have any Supervisory duties however will deputise for the Housekeeper including the supervision of agency staff.

Supervision received

The PH will be managed by the Assistant Centre Manager: Residential Experience there will also be support and supervision from the Housekeeper.

Complexity

The post holder must be able to demonstrate good domestic skills.

Ability to work in a busy environment.

Ensure Centre meets Environmental Health requirements and comply with Hygiene Legislation.

Provide quality customer service.

Education and Experience

The PH will have a good standard of education.

The PH will have to have sufficient experience to carry out a wide range of domestic tasks at the Centre.

They will need a practical working knowledge of hygiene and domestic safety legislation and practice.

Training will be provided through Telford and Wrekin Council to support domestic work and presentation in a residential outdoor education setting.

Experience of taking on genuine responsibility for health and safety is required. Also a high level of collegiate service is essential.

Allowances

To be read in conjunction with Telford and Wrekin Council's Written Statement of Particulars of Employment [Employment Rights Act 1996]

Flexible working

To meet the needs of the Service and its customers, a flexible approach to working is required and in line with a 24 hour residential operation.

The Service operates over seven days a week and as such staff are required to work evenings and weekends, as part of their normal working week, for which no enhanced rates of pay will be paid.

As the Service has seasonal variations in its activity and occupancy, so staffing needs to be flexible to meet these booking patterns.

Hours of work will be managed over an agreed period, through a local flexi time system and up to one working week (pro rata), credit or debit will be able to be carried over into the next accounting period.

Working time and/or time off in lieu is to be agreed in advance unless in an emergency or extenuating circumstance (in such circumstances agreement must be sought at the earliest reasonable opportunity) and a formal record is to be kept.

Overtime will no longer normally be paid as employees will be expected to manage their time over the agreed period to take back hours accrued in accordance with business need, the terms of the local flexi time scheme and agreed Centre staffing rotas.

On call arrangements

- Receiving a telephone call will be paid at a minimum of 1 hour (pro rata thereafter) based on the employee's hourly rate.
- Attending a call out will be paid at a minimum of 2 hours (pro rata thereafter) based on the employee's hourly rate. As this will be an additional journey travel expenses will be paid.
- These payments are eligible for enhanced payments up to an including employees on Scale 6, employees on S01 and above are not eligible for paid overtime and as such will be entitled to time off in lieu.

Annual leave and Bank Holidays

Telford & Wrekin Annual leave and Bank Holidays (pro rata for part time working) arrangements are detailed within employees Statement of Particulars.

Meals

At Arthog Wales where there is a catering facility, meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

Expeditions

Expedition evenings and overnight camps are specifically remunerated at plain time as follows;

- Evening of activities and direct supervision followed by overnight camp including early breakfast supervision = 7.4 hours additional pay
- Overnight camp but remote supervision during evening and night e.g. DofE Qualifiers = 3.7 hours additional pay
- Meals are provided to staff who are supervising pupils during meal times (as such this is not a taxable benefit).

These payments are in addition to the daytime working hours which are part of the agreed flexible working period.

All post holders are eligible for casual car user allowance.

Person Specification: Domestic Assistant Arthog Wales

Criteria	Standard
Qualifications	<ul style="list-style-type: none"> • Good Standard of Education
Knowledge	<ul style="list-style-type: none"> • Knowledge of operational cleaning practices • Knowledge of Health and Safety Policies and Procedures • You must adhere to all Health & Safety policies and procedures and bring to the immediate attention of your line manager any activity/occurrence which may prove a danger to either yourself or others • Awareness and understanding of current legislation and guidelines relating to hygiene, health and safety and COSHH
Skills	<ul style="list-style-type: none"> • The ability to work in an organised manner • Ability to work under pressure • Good communication skills for working with the Domestic team, Centre and visiting staff. • The ability to understand direct instruction from your line managers and the Housekeeper • Flexible approach , willing to take on new ideas to improve the service to the customer
Experience	<ul style="list-style-type: none"> • Some experience of working in a similar role would be beneficial • Experience of undertaking general cleaning activities • Domestic Safety knowledge
Personal style and behaviours	<ul style="list-style-type: none"> • Willingness to support continuous improvement linked to Service need and customer experience. • A commitment to the values of residential outdoor education • Personal qualities necessary for working ethically. Able to develop good relationships with others by behaving with integrity and treating people with respect. • Highly professional approach to colleagues, visiting staff and pupils. • Able to work independently, to self-motivate and self-organise. • Able to prioritise and work under pressure of conflicting demands. • A level of fitness and health necessary to cope with the physically demanding nature of the role.

	<p>This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure members of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role.</p>
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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved

Type of criminal records checks required for this post	Tick as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	✓
Working with Adults – Regulated Activity	
Working with Children – Regulated Activity	

Information on types of criminal records checks is available at

<https://www.gov.uk/disclosure-barring-service-check>